POSITION DESCRIPTION

NNSWLHD - Wardsperson - Leading Hand

Health
Northern NSW
Local Health District

Our CORE values
Collaboration Openness Respect Empowerment

ourpeopleourculture

Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Wardsperson
State Award	Health Employees (State) Award
Category	Patient Support Services | Hospital Assistants | Hospital Assistant Wardsperson
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Lead the shift of the Security - Wardsperson Team, support for audit purposes and provide clinical support services including general assistance in wards, cleaning duties and transfers of patients, equipment and supplies at the facility.

ESSENTIAL REQUIREMENTS

Valid NSW Employee Working With Children Check

Responsibilities under WHS - Supervisor
As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Lead & Support

Lead the Security – Wardsperson Team to support the seamless operation of the Security, Health and Security Assistants and Wardsperson units and assist with de-escalating issues and positively resolving conflict within the team. Support the Management Team in relevant rostering, backfilling vacant shifts, engaging contractors where required, ordering, Gallagher Tasks manual handling, mortuary tasks, workflow and audit processes, to assist in in providing an uninterrupted coverage of the units and ensuring a safe and secure work environment.

Lead the multi-disciplinary team of staff supporting clinical care and assist in the provision of direct care to patients as it relates to Security, Health and Security Assistant and Wardsperson staff. Attend and lead the Code Black/Duress responses to support staff and provide oversight and guidance when needed and complete the IMS+ and Code Black reports.

Lead staff to implement and monitor new and revised strategic plans, operational systems, policies and procedures to promote continual improvement and ensure NSW Health and legislative requirements compliance and best management practices. In particular, the Security Industry Regulation, bi-annual security audit, Service KPI's and conducting periodic Security Risk Assessments.

Transfers

Transfer of patients within the facility or campus as requested, for ward transfers, appointments and other needs, to enable the patient to access services as required and to assist with facility bed and resource management.

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NSW GOVERNMENT

Personal and Basic Care

Provide basic patient care and support under the direction of nursing staff which may include, for example but not limited to, personal care and hygiene, assistance with mobility, pre-operative shaves, reporting any observations or concerns about the patient to nursing staff, as appropriate.

Cleaning

Undertake a range of cleaning duties as directed, including but not limited to; cleaning and storage of equipment, reporting any damage as required, cleaning of pan rooms and utensils, emptying and replacing soiled linen bags, cleaning of patient and public areas in accordance with cleaning and hygiene standards set down by NSW Health

General

Provide general assistance in the ward/ facility including moving heavy equipment, to ensure the smooth running of the facility.

Minimise risks to self and patient through consistent adherence to safe manual handling principles and infection prevention and control guidelines in completion of all duties. Complete documentation and reports applicable to the role in an accurate, complete and timely manner to ensure adequate communication with other staff.

KEY CHALLENGES

- Managing the competing priorities within a busy clinical environment whilst maintaining a high quality of courteous and respectful communication with patients, visitors, clients and families.
- Deescalate workplace issues and solve problems whilst maintaining exceptional patient care

KEY RELATIONSHIPS

Who	Why
Line Manager or delegate.	Receive direction, supervision, development opportunities andfeedback in relation the duties of this role and communicate achievements and challenges.
Security – Wardsperson Team	Lead the shift to coordinate and provide support the team to provide exceptional patient care though staff collaboration.
Healthcare team	Collaborate with other members of the healthcare team to establish priorities, actively seek opportunities to provide support in ways consistent with the scope of this role, communicate with progress of duties and feedback on relevantmatters in relation to the patient.
Patients and carers.	Communicate respectfully and sensitively with all patients at alltimes, considering diversity in patient backgrounds and health condition.

SELECTION CRITERIA

1. Experience as a wardsperson or hospital assistant in a hospital setting, or experience working in a people-orientated environment in assisting and supporting the provision of patient care
2. Demonstrated experience in working in a multi-disciplinary team environment and the ability to organise and prioritise work demands within required timeframes.
3. Sound knowledge and practical application/commitment to understanding of risk management, safety and quality principles and the role of the Wardsperson in applying these principles.
4. Demonstrated effective communication skills and the ability to effectively communicate with a staff, patients and members of the public.

5. Demonstrated knowledge of hygiene and infection prevention and control principles and environmental cleaning standards.
6. Availability and capacity to participate in a 24 hour/ seven-day rotating roster which includes working all shifts, all days of the week including public holidays.
7. Sound problem solving and ability to de-escalate issues and positively resolve conflict within a team

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

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Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).
All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

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